

**CNDCAC**  
**March 8, 2007**  
**Conference Call 9:00-11:00 AM**

Jeff Jacobs, BSC  
Mark Lowe, DSU  
Joann Kitchens, LR  
Mary Iverson, MaSU  
JoNelle Watson, MiSU  
Jim Borkowski, Bottineau  
NDSCS  
Viet Doan, NDSU  
Peggy Lucke, UND  
Marsha Pritchert, VCSU  
WSC

NDUS and HECN: Bonnie Neas, Scott Mahar, Marv Hanson, Julie Schepp, Jennifer Kunz

***1. Committee Leadership (Bonnie)***

Two nominees, Mark Lowe and Peggy Lucke; the vote was just about dead even. Mark and Peggy have agreed to co-chair this committee. Team approach works well. Bonnie suggested we all review the Oracle Insight Reports, with attention first to the recommendations regarding policies and procedures. Sharon will continue to provide administrative support for scheduling the meetings.

***2. Interns (Bonnie)***

Two intern technical writers have completed their work with HR and EEO office at NDSU writing technical manuals. Student Records group had expressed interest in one of the technical writers. There are two graduate students ready to go to work if you have a technical writing need. If interested, let Bonnie know as soon as possible.

***3. Help Desk (Bonnie)***

Software is being upgraded and should be implemented for next fall. CIO group is asking for a representative from each institution. Software has a lot more reporting capabilities to provide HECN with data to analyze problems, needs, etc. You might want to talk to your campus CIO to stay in touch with that project.

***4. TouchNet (Scott and Peggy)***

Peggy: HECN purchased TouchNet several years ago as an online payment system. Basic functionality, Payment Gateway, which allows for online payment by credit card or e-check, has been in the process of being implemented for all institutions. There have been some delays as the result of the need to update the portal to deal with students who have bills at more than one institution. TouchNet did a demo on Monday of this week with representatives from NDUS, UND, NDSU, Wahpeton, Mayville, Minot, and Bottineau participating. In addition to the Payment Gateway, two additional products were demonstrated – BillPayment and MarketPlace Suite.

BillPayment allows students to view their real-time account balance, transactions by term, and deposit items available for payment. Students can make payments using credit card, debit card, or e-check. Students are also able to give access to a parent, guardian or employer using Authorized User functionality. BillPayment functionality also includes payment plans, and e-bills. Using eBill, schools import a billing file generated by the student system to present the statement online and notify students and authorized users of new billing information (archived statements are also available for viewing). Electronic ACH refunds are also an option. MarketPlace Suite includes TouchNet Universal Stores and TouchNet Universal Pay (UPay). The parking and housing ancillary systems are particularly interested in the UPay. These ancillary systems would have a UPay button on their sites which would allow their customer to make an online payment. These payments do not go through the student system AR, they are interfaced to the general ledger (departmental deposit type of transaction).

Scott: Based upon conversations with TouchNet, believes all institutions will need to use BillPayment to be in compliance with credit card security requirements. With new regulations taking effect July 2007, the Data Center is not compliant. Bonnie responded that if institutions are required to have BillPayment, HECN may need to look at funding it centrally. Scott requested designation of a task force to look into E-commerce and authorization from this group to negotiate for a single license for BillPayment, which would require buy in from all the schools. Proposing to move forward with UND as a pilot school for this year. Bonnie indicated she'd like a conference call with TouchNet to include Scott and Peggy to discuss pricing and product. Security issue from a hosting perspective is huge. Univ. of GA required all institutional credit card services to use TouchNet. Scott and Peggy are to talk with Randall to help sort out a charge for a task force and report back to the group in two weeks.

#### **5. *Legislative Update (Bonnie):***

Bonnie has sent regular updates, the most recent earlier this week.

#### **6. *Executive Director Search (Bonnie):***

Two finalists, Mick Pytlik and Jennifer Witham (comes from state government). Face to face interviews were held last week. CAC and user groups will be contacted regarding interviews to be held in Fargo, the week of the 26<sup>th</sup> at the earliest.

#### **7. *ND HEUG Conference (Jeff):***

Having another conference call March 27<sup>th</sup>, having not met since CAC's last meeting.

#### **8. *CND Director's Status Reports:***

**Finance:** Mick is at HEUG. He was just named chair of the Finance Product Advisory Group. Upgrade work has begun.

**HRMS:** Terri is at HEUG.

**Student Admin/Scott:** Student records making small changes to the 3<sup>rd</sup> week report (Report E). Financial Aid working to get as many banks on electronically as they can. Working on self service award letter piece. SAP progress – for 9 of 11 schools some attempted credits when converted didn't get into FA attempted credits. Have a fix on that and soon will be asking campuses to test. TouchNet has been a focus in recent weeks. Ad Astra can now clone events. Working on getting UND up on class scheduling. Setting up training dates in April for those who aren't on events.

Adding Ad Astra as an option on the portal so as a guest you can view activities in rooms. Housing, parking, TouchNet will become parts of the portal.

**Data Center/Marv:** Process scheduling package – scope conference call scheduled for tomorrow to figure out priorities and schedule for moving forward. RFPs for the hardware replacements were opened this week. Two vendors have been invited to make oral presentations. Hope to award by the end of March.

### **9. Institutional Reports: What's working well? Campus highest priority?**

**Bismarck:** Difficult question. Getting more electronic processing in place (Ad Astra, outside vendors to accept change files and accept self service). Going in the right direction with all this. Priority is developing electronic processing to push information to students efficiently.

**Dickinson:** Performance seems better, certainly spring registration was better. Employees understand their roles and jobs better. Operations are more normal – access to nVision reporting, user friendly reports. Changes to the portal for updating addresses? (Scott: delayed because of TouchNet; Scott will get us an update tomorrow). Peggy to get an update on nVision for next meeting.

**Lake Region:** Training is an issue with employee turnover. Could we get a webinar for new employees? When users are asked to test for new reports – would be helpful to know what we should be testing for. Discovered that if you don't clear your cache and cookies everyday the information you've looked at in PS stays out there (student's Account Summary). Bonnie made a note of this issue for the security assessment.

**Mayville:** Communication is better, thank you Bonnie. Queries and reports are the highest priority. Still have questions regarding set up. HRMS – some combo edit codes weren't working after the upgrade. Performance has been better. Registrar user group highest priority would be DR's and reports and queries also.

**Minot:** Aging report now in production is a useful tool. Performance seems to be improved. Some progress in the effort certification system, doing some testing this week. Lot of 1098T's came back with bad addresses. Like to see this committee have more of a connection with the user groups.

**Minot Bottineau:** Performance definitely improved. Highest priority is expanded reports and queries and training and documentation.

**NDSU:** Thanks to Bonnie for communication. User groups should be included from time to time to get a better picture of what they're dealing with. Highest priority – FA – identifying AC grant eligibility. Continue to expand reports and queries and then include an electronic CSV data file that includes how the report was generated. G&C making progress, still need a better process for effort reporting.

**UND:** Compliance related issues (SAP, effort reporting) and the SA upgrade to 9.0 are priority issues. Staff who completed the query training in December are meeting regularly as a group, working together to write queries and share knowledge.

SA upgrade – Scott putting together an RFP for a project manager to scope out the project. Waiting to see how much money there is; working on schedules with various options.

**Valley City:** Student self service and on line award letter. Data warehouse is a priority, queries and reports. Also CRM solution.

### **10. Steam Valve Issues:**

**Performance testing and analysis:** Considerable work done in the past months and there have been improvements. There are more improvements to come. User performance boxes out at UND and Bismarck.

**SAP:** Progress made and there are still issues.

**Functioning Effort Reports:** One of 10 recommendations that has gone forward for funding from the legislature.

**Examine security alternatives:** Security assessment is on the recommendation list.

**Validate set up:** Bismarck, Lake Region, Mayville, Minot, Bottineau, NDSU, UND, and Valley City indicated set up is still an issue on their campus.

**Improved portal functioning and branding:** Gar was pulled off to do TouchNet. NDSU has it available in Q to look at and apply it to their portal in Q. Viet has asked Gar to tweak a few things.

**Expanded reports and queries:** Still an issue.

**Resolve academic integrity issues:** Sounds like a lot of this has been cleared up. Mary thinks there's still an issue because the transcript is still not a static GPA.

**Expanded training and documentation:** Still an issue.

Bonnie indicated CAC is the group to evaluate if the steam valve issues are valid. This discussion will be continued at the next meeting.

Bonnie reported she and Randall will be working with the directors to define processes and procedures and she will need input from CAC.

***Next Meeting – Thursday, March 22<sup>th</sup>, 9:00-11:00 AM.***